

Your Google Fi Support Inquiry: Case ID [3-0614000030974]

google-fi-support@google.com <google-fi-support@google.com>
To: [REDACTED]@gmail.com

Mon, Aug 3, 2020 at 4:27 PM



Hi Veronica [REDACTED]

I can help you file a claim to find out if you can get a replacement through our device protection plan. If your claim is approved and your damaged device is replaced:

- Pixel 3a: \$59
- You must return your damaged device to us within 14 calendar days from when we shipped the replacement. We'll provide a prepaid shipping label.

Important: If the device isn't returned within 21 calendar days, you'll be charged for the replacement.

- If the device isn't returned in time, has a different IMEI, or has a different type or cause of damage than your description, you may be charged an unrecovered equipment fee for the value of the replacement device.
- You can only have 2 replacements for accidental damage in a 12-month period.

Please reply to acknowledge you agree to these terms. Once I hear back from you, we can continue to file your claim.

Thanks,

Stan D.

Google Fi Support

Need help now? We're available 24/7.

Fi is better with friends. Invite friends to join and you'll each get \$20 off your bill when they do.

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